

To whom it may concern:

We do wish to have the same service as the hearing people in using any type of phone calls, be it TTY, VP, the usage of any VRS or TRS. Also we wish to have any choice of using VRS for Sorenson device. Actually my preference is using Sorenson VP but do wish that they offer any choice of using any VRS rather than waiting for a long time for the Sorenson VRS operator. Last time I waited for over an hour and half thus had to cancel the call due to the office being closed. I do hope that Sorenson will be more flexible in the very near future about our choice of using VRS.

For myself, I find VP lots easier to use to communicate with deaf or hard of hearing friends as well as using VRS to speed up the communication with less misunderstanding.

Thank you,

Jeanne M. Lambert